



Policy and Procedure Manual

TABLE OF CONTENTS

Number	Title	Effective Date	Last Revised
ADMINISTRATION			
AD01	Policy and Procedure Review	09/01/2001	06/01/2005
AD02	Performance Monitoring – Payment Calculation	09/01/2001	09/01/2004
AD03	Drug Free Workplace	09/01/2001	
AD04	Payment Process & Fiscal Accountability	09/01/2001	11/21/2005
AD05	Sliding Fee Scale	09/01/2001	
AD06	Consumer, Family, Advocate Education & Training Fund	09/01/2002	09/01/2004
AD07	Disaster Planning	09/01/2004	
AD08	Mental Health Advisory Board	09/01/2001	06/01/2005
AD09	Financial Eligibility for RSN Funded Services	11/04/2005	05/03/2006
AD09-A	Statement of Income Eligibility – Form	11/04/2005	05/03/2006
AD10	Allied Systems Coordination	11/04/2005	
AD11	Management Report Certification	11/01/2005	
CARE MANAGEMENT			
CM01			
CM02	Utilization Management	09/04/2004	11/15/2005
CM02-A	Utilization Management Plan	09/04/2004	11/23/2005
CM03	Notice of Action	11/01/2004	11/22/2006
CM03-A	Notice of Action – Form	09/01/2004	11/22/2006
CM04	Authorization for Outpatient Services	09/01/2001	11/23/2005
CM05	Single Bed Certification	10/01/2005	
CM05-A	Single Bed Certification Request Form	10/01/2005	
CM06	Intensive Element of Care Authorizations and Reauthorization/Change in Element of Care	07/01/2002	12/01/2005
CM06-A	Guidelines for Clinical Narrative	07/01/2002	01/22/2003
CM07	Eligibility Criteria & Access to Care Standards – Adult	09/01/2001	12/06/2005
CM07-A	Access to Care Standards – Adult	09/01/2001	11/15/2005
CM08	Eligibility Criteria & Access to Care Standards – Child	01/01/2002	12/06/2005
CM08-A	Access to Care Standards – Child/Youth	09/01/2001	11/15/2005
CM09	Involuntary Treatment Services	11/01/2005	
CM10	Ancillary Crisis Services	11/01/2005	
CM11	Functional Assessment - Adults	09/01/2001	09/01/2004
CM12	Functional Assessment - Child	09/01/2001	09/01/2004
CM13	Intake and Mental Health Assessment	09/01/2001	11/15/2005
CM14			
CM15			

Number	Title	Effective Date	Last Revised
CM16	Coordination of Care with Primary Care Physicians and Other Health Care Providers	11/17/2005	
CM17			
CM17-A	Facilitated Referral - Form	09/01/2004	
CM18	Inpatient Services - Concurrent Review & Discharge Planning	09/01/2001	02/01/2005
CM19	Inpatient Services Authorization	09/01/2001	11/17/2005
CM19-A	Psychiatric Inpatient Covered Diagnosis	09/01/2001	09/01/2004
CM19-B	Authorization Triage – Form	09/01/2001	02/01/2005
CM20			
CM21	Inpatient Services – Appeal of Denial	09/01/2001	01/01/2005
CM22	Adult Congregate Care Placement	09/01/2001	06/01/2005
CM23	Adult Congregate Care Screening & Wait List	09/01/2001	09/01/2004
CM24	Adult Residential Rehabilitation Center Placement	09/01/2001	06/01/2005
CM25	Adult Residential Rehab. Center Screening & Wait List	09/01/2001	09/01/2004
CM26	Authorization for Adult Crisis Beds	09/01/2001	
CM27	Transfer of Care	02/01/2003	05/02/2003
CM27-A	Clark County Children’s Service Providers – Form	05/01/2003	09/01/2004
CM28	Crisis Plans	01/01/2003	04/27/2003
CM29	Respite Services	04/01/2004	11/22/2005
CM30	Mental Health Medicaid Personal Care Funds for Adults	10/01/2003	11/22/2005
CM30-A	Consumer Rights and Responsibilities for Mental Health Funded Medicaid Personal Care Services Reimbursed by the Clark County Regional Support Network – Form	10/01/2003	

CONSUMER RIGHTS AND RESPONSIBILITIES

CR01	Consumer Rights & Responsibilities	09/01/2001	11/17/2005
CR02	CCRSN Funded Ombuds Service	07/01/2002	12/06/2005
CR03	Consumer Complaints and Grievances	09/01/2001	08/17/2005
CR03-A	Complaint & Grievance – Form	09/01/2001	07/20/2004
CR03-B	Grievance Acknowledgement – Sample Form Letter	09/01/2004	
CR03-C	Grievance Resolution – Sample Form Letter	09/01/2001	11/21/2005
CR04	Advance Directives	09/01/2001	08/01/2006
CR05	Consumer Rights to an Administrative Hearing	09/01/2004	11/28/2005
CR06	Consumer Rights to Appeal	11/01/2004	07/01/2005
CR07	Request for Second Opinion	11/01/2004	05/01/2005
CR08	Long Term Care Rights for Consumers in Resid. Facilities	09/01/2001	06/01/2005

QUALITY MANAGEMENT AND IMPROVEMENT

QM01	Quality Management Program	09/01/2001	
QM02	Quality Management Committee	09/01/2001	
QM03	Quality Review Team	07/01/2002	03/18/2003
QM04	Fraud and Abuse	07/01/2004	07/01/2005
QM04-A	Fraud and Abuse Compliance Plan	07/01/2004	07/01/2005
QM05	Level/Element of Care Clinical Guidelines	09/04/2002	08/01/2006
QM05-A	Level/Element of Care Clinical Guidelines	09/04/2002	08/01/2006
QM06	Evidence-Based Practices/Practice Guidelines	07/01/2004	11/21/2006
QM07	Cultural Competence	09/01/2001	
QM07-A	Cultural Competence – Clinical Practice Standards	09/01/2001	

Number	Title	Effective Date	Last Revised
QM08	Recovery Vision	09/01/2001	11/15/2005
QM09	Access Standards	09/01/2001	11/17/2005
QM10	Wait List	09/01/2001	09/01/2004
QM11	Individualized Tailored Care	09/01/2001	
QM12	Treatment Plans	09/01/2001	03/18/2002
QM13	Employment Services and Resources	09/01/2001	06/01/2005
QM14	Vulnerable Adult Abuse and Reporting	09/01/2004	
QM15	Child Abuse & Reporting	09/01/2001	
QM16	Consumer Satisfaction	09/01/2001	
QM17	Case Review	09/01/2001	11/17/2005
QM18	Sentinel Event Review and Negative Media Coverage	09/01/2001	11/16/2005
QM18-A	Sentinel Event Report – Form	09/01/2001	11/16/2005
QM18-B	Sentinel Event 30 Day Standard Review – Form	09/01/2001	11/16/2005
QM18-C	Report to WA MHD Negative Media Event – Form	11/16/2005	
QM19	Provider Agency Credentialing & Clinician Profiling	09/01/2001	10/28/2004
QM19-A	Credentialing Application – Form	09/01/2001	09/01/2004
QM19-B	Practitioner Credentialing Report	09/01/2004	
QM20	Washington State Patrol/FBI Background Check	07/01/2002	09/01/2004
QM20-A	Fingerprint Acknowledgement – Form	07/01/2002	05/01/2003
QM21	Provider Monitoring - Clinical & Administrative Record Review	09/01/2001	11/18/2005
QM22	Provider Complaint and Grievance	09/01/2001	
QM23	Availability of Services	11/01/2004	07/01/2005
QM24	Housing Services and Resources	09/01/2001	11/23/2005
QM25	Practitioner Credentialing	09/01/2001	06/01/2005
QM26	Public Awareness of Mental Health Services	09/01/2001	11/15/2005

RETIRED POLICIES AND PROCEDURES

	OLD #'s		Effective Date	Retired Date
RET	02	Acute Referral Process	09/01/2001	01/04/2005
RET	09	Assessment – Adult Required Elements	09/01/2001	01/04/2005
RET	09-A	Assessment – Child Required Elements	09/01/2001	01/04/2005
RET	12	Care Termination Procedure	09/01/2001	11/28/2005
RET	17-A	Appeal of Denial – Child Service Elements	09/01/2001	02/01/2005
RET	18	Authorization Data Requirements	10/01/2001	09/01/2004
RET	19-A	Complaint & Grievance Coding System	09/01/2001	09/01/2004
RET	24-B	Medical Necessity Definition Verification – Form	09/01/2001	09/01/2004
RET	24-C	Adult Mental Health Services Enrollment Criteria - Form	09/01/2001	09/01/2004
RET	24-D	Children's Mental Health Svcs Enrollment Criteria –Form	09/01/2001	09/01/2004
RET	25	Flex Funding	09/01/2001	09/01/2004
RET	26	Functional Criteria Data Requirements – Adult	09/01/2001	09/01/2004
RET	26-A	Functional Criteria Data Requirements – Child	09/01/2001	09/01/2004
RET	29	Information Systems	09/01/2001	09/01/2004
RET	30	Inpatient Data Requirement	09/01/2001	09/01/2004
RET	30-A	Inpatient Data – Form	09/01/2001	09/01/2004
RET	39	Psychiatric Home Health Care Services Authorization	09/01/2001	09/01/2004
RET	39-A	Psychiatric Home Health Care Authorization – Form	09/01/2001	09/01/2004

	OLD #'s		Effective Date	Retired Date
RET	39-B	Home Health Care Authorization – Form	09/01/2001	09/01/2004
RET	43	Adult Special Needs Requests	09/01/2001	09/01/2004
RET	43-A	Adult Special Needs Requests – Form	09/01/2001	09/01/2004
RET	56	Consumer Disenrollment	09/01/2001	09/01/2004
	NEW #'s		Effective Date	Retired Date
RET	CM29-A	Children’s Respite Services Request – Form	04/01/2004	11/28/2005
RET	CM31	Denial and Appeal of Denial – Adult Service Elements	09/01/2001	11/28/2005
RET	CM03-B	Notice of Action – Form- non-Medicaid	11/26/2005	11/22/2006

Last Revised

GLOSSARY OF TERMS AND ACRONYMS

09/28/2004